The Army Training Help Desk

Agent Training For The Army Training Help Desk (ATHD)

Terminal Learning Objective (TLO)

- Understand the Army Training Help Desk Federation
  - This will be accomplished by achieving these Enabling Learning Objectives (ELO's)
    - CA-102-1001 (*) The ATHD Federation
    - CA-102-1002 (*) ATHD Standing Operating Procedures
    - CA-102-1003 (*) ATHD Business Practices and
    - Business Rules
    - CA-102-1004 (*) Resolving ATHD Incident
    - reports
    - CA-102-1005 (*) Using Organizations and Contacts

The Army Training Help Desk

Customer Assistance for the Army's Soldier and Civilian

Key Areas

- ATHD Mission
- ATHD Federation
- ATHD Technologies
- Impact and Value Added to the Training Community
- ATHD Near and Long Term Objectives

ATHD Mission

- Specified: “Mr. Seger gave ATSC a requirement to look into resource requirements to establish a 24 hours help desk.” – COL Moore email, dated 9/10/03
- Implied: Current Army Customer Assistance is inadequate and lacks certain capabilities. Action must be taken to increase efficiency and effectiveness in both the near and long-term.
  - Near-term: Provide timely and consistent assistance, regardless of the nature of the question
  - Long-term: Eliminate gaps between help desks and provide 24/7 support
  - Maximize Efficiency & Effectiveness

ATHD Bottom Line Up Front

- The ATHD is Larger than the following:
  - Distributed Learning
  - ATSC
  - ACCP
  - LMS
  - LLC’s
- The ATHD is the soldier & civilian reach back capability to any and all aspects of training and operations (Receiving, Creating, Planning, Executing)

Army Training Help Desk Federation

- The ATHD currently consists of:
  - The eService Center powered by RightNow Technologies
  - A toll free telephone number (800-275-2872), Federation Partners will keep their current numbers
  - email (help@atsc.army.mil) Federation Partners will keep their current email addresses
  - Web Address (https://ask-atsc.atsc.army.mil) Federation Partners will keep their current Web addresses
  - Federation partners (ATSC, PM-DLS, TRADOC proponents and agencies, Key TSS Agencies)

Federal Agencies Using the ATHD Concept

US Army Corps of Engineers®

AIR FORCE PERSONNEL CENTER

AKO ARMY KNOWLEDGE ONLINE

AIR FORCE RESERVE ABOVE & BEYOND

U.S. AIR FORCE CROSS INTO THE BLUE

Army Training Help Desk ATHD

DefenseLINK U.S. DEPARTMENT OF DEFENSE

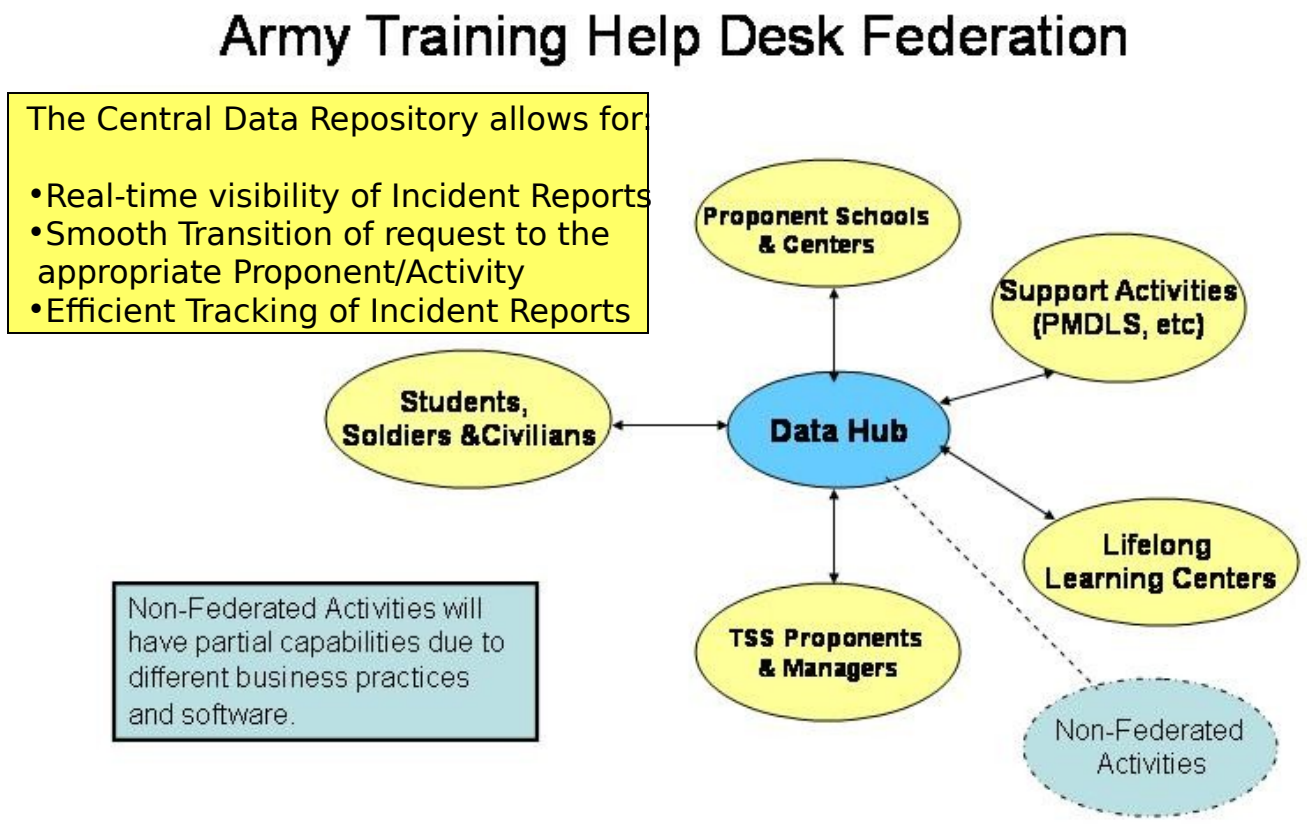
SOCIAL SECURITY ADMINISTRATION USA

Medicare

UNITED STATES POSTAL SERVICE®

DEPARTMENT OF VETERANS AFFAIRS UNITED STATES OF AMERICA

Army Training Help Desk Federation


Army Training Help Desk Federation
The Central Data Repository allows for:
•Real-time visibility of Incident Reports
•Smooth Transition of request to the appropriate Proponent/Activity
•Efficient Tracking of Incident Reports
Proponent Schools & Centers
Support Activities (PMDLS, etc)
Students, Soldiers &Civilians
Data Hub
Lifelong Learning Centers
TSS Proponents & Managers
Non-Federated Activities
Non-Federated Activities will have partial capabilities due to different business practices and software.

ATHD Technologies

- Web Based Incident Reports
- Dynamic FAQs
  - Self-Learning Knowledge Base
  - Customer Feedback
- Centralized FAQs in a Single Database
- E-mail sent to SME “Help” mailboxes is automatically converted to incident reports

Management and Agent Capabilities of the ATHD

- FAQ Proposal Process (One Mouse Click)
- Metric Reporting:
  - Standardization, customization, & automatic distribution of reports
- Multi-Channel Environment
  - Emails, web questions, and calls in the same queue
- Automated Skill Based Routing
  - Quick/easy customization of workflow rules (Tier 1-2-3 routing of requests)

ATHD Customer Self-Service

- 24 hour-a-day support due to FAQ's
- Immediate access to information without having to wait for an e-mail response or a returned telephone call
- If answer is not available soldier can submit a question

The success of Web self-service depends upon the *quality* and *quantity* of information available and the ease with which it can be accessed.

ATHD Value Added to the Training Community

- Provides for 24/7 customer self-service capabilities with access to the ATHD knowledge base for faster, better, more consistent, and more accurate information.
- Provides a single entry point for soldiers with training, operations and support questions.
- Provides ability to track incidents and ensure that all requests for assistance or support are answered.
- Provides operational efficiencies through knowledge management, automation of processes, and centralization of customer service

ATHD Impact on the Training/Operational Community

- Timely access to up-to-date and relevant information related to Self-Development, Institutional and Operational Training Assistance and Support
- Provides Real-time TSS Customer Service related to all training environments e.g.,
  - Soldiers deployed in OIF, OEF and other GWOT related missions (Mission Rehearsal, Rock Drills, etc)
  - Soldiers engaged in Distributed Learning (Self-development)
  - Staffs/units planning and conducting training (Operational)
  - Reserve Readiness Commands, NG TAGs, Proponents, NCOES/OES and Institutional Training Divisions (Institutional)

ATHD Near Term

- Field the ATHD with 3 licenses per Activity/Proponent throughout TRADOC starting with LMS fielding and select LLCs
- Incorporate select TSS proponents/activities
- Introduce Collaboration, Basic Taxonomy & Search Engine

ATHD Long Term

- Continue fielding with LLCs
- Continue to incorporate additional TSS proponents into the federation
- Move to 24/7 operations (ATSC-Hub)
- Expand federation to include other players (e.g. Homeland Security, Air Force, Marines etc)

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Questions?